

I am very concerned about the possibility of further reductions in the Video Relay Services interim rate. I have noticed the quality has decreased and it is making it very difficult for my husband and I to contact people. It also makes it difficult for people to understand it as a way of contacting us. People encounter a service that often requires a long wait to use then think it is no good because they need to contact us sooner. Please make sure that the FCC does not make further reductions in the VRS interim rate until VRS functional equivalency is achieved, including the completion of the FCC's process for determining the cost recovery methodology, and until VRS is available 24/7 with high quality interpreters and a reasonable average speed of answer. Please also reconsider reimbursement of video mail, as I need a way for hearing people to leave me a message. VRS has been wonderful for my husband and I because it is finally a way we can communicate with ease in our native language and know that the hearing person we need to communicate with does understand us and we understand them without the misunderstandings that happen all too often with communications between us. It is more functional than other services we have used. There have been times when my son or I were sick and I needed to talk to a doctor, but I could not think clearly enough to express myself the way I needed to by typing. VRS has changed the way I communicate with my doctors and other hearing professionals. I finally can just call and tell what our symptoms are and have my mind put to ease, knowing that I need to come in and see the doctor or just wait the virus out instead of avoiding getting the care we need because of the inconvenience of typing in another language when dealing with a sickness or my son's sickness. Thank you for listening to our concerns and responding to them.